



LOOKOUT EMERGENCY AID SOCIETY

Job Description

Lookout Emergency Aid Society is the “safety net” which provides minimal barrier housing and a range of services to destitute and low income adult men and women who have few, if any options, and who demonstrate an inability to meet their own needs.

Job Title:
Shelter Resource Worker

Classification:
Unclassified

Benchmark Match:
Support Worker 1

Date Prepared: August 10, 2003
Revised June 1, 2006

JOB SUMMARY:

The Shelter Resource Worker reports to the Emergency Services Manager or designate and works in accordance with the mission and philosophy of Lookout Emergency Aid Society including following Lookout’s Code of Ethics. The Shelter Resource Worker carries out a variety of duties related to the operation of an emergency shelter including accepting referrals based on predetermined criteria, intaking and orienting guests, providing support that meets the needs of clients entering the shelter including but not limited to the provision of food, clothing, and support toward the resolutions of issues that have rendered them homeless. The Shelter Resource Worker deals with the public, other service agencies and professionals involved in the support of the clients.

DUTIES AND RESPONSIBILITIES:

1. Accepts or rejects clients to the shelter based on established criteria. For clients not suitable for shelter, notifies Shelter Case Workers and identifies services on resource lists.
2. Welcomes new clients to Lookout, informing clients of the aid available and making clients comfortable through methods such as providing support, supervision, food, clothing and shelter.
3. Provides assistance to clients through methods such as identifying and sharing information on a variety of Lookout or external community/government resources including services providing: housing, meals, health, treatment, legal and financial needs. Documents the clients’ activities and resource usage based on client disclosure and worker provided information.
4. Follows up on immediate client crisis by performing duties such notifying emergency services, identifying support and service agencies or groups.

5. Completes and maintains related manual and computerized records and documentation by performing duties such as documenting interactions with clients, maintaining statistical data, completing individual files, medication charts and accounting forms.
6. Performs a variety of cleaning duties such as toilet cleaning, bed-making as needed, bathing of clients as appropriate, general clean up of assigned area and running errands such as laundry.
7. Assists clients with self care skills through methods such as providing support and encouragement to clients to maintain personal hygiene, housekeeping, meal planning and preparation, financial obligations and appointments.
8. Provides assistance to clients and non-clients in need, through methods such as providing first aid, distributing medications as prescribed and in accordance with established health plans; provides health related information to medical workers. Receives and distributes money to clients following instructions from the source of funds.
9. Participates as a team member with other staff to ensure a safe and caring environment by performing duties such as responding to emergencies and supporting others through methods such as sharing knowledge and information.
10. Observes clients and their environments to ensure the safety of clients and the premises by performing duties such as reporting unsafe conditions, incidents and/or behaviours, interacting with clients including observing client behaviour, investigating disturbances, dealing with client emergencies in accordance with guidelines and reporting incidents to appropriate staff or authorities. Defuses volatile situations through methods such as non-violent crisis intervention techniques. Records observations for communication to other staff.
11. Assists in providing orientation to new employees or students by performing duties such as familiarizing individuals with the policies and procedures or equipment of the facility and/or work area and demonstrating work procedures. Gives tours of services offered by Lookout.
12. Provides direction to client(s), volunteer(s) and/or community placements assigned to work area by performing duties such as demonstrating tasks, monitoring work, supporting client(s), volunteer(s) and/or community placements in completing functions and maintaining their work and attendance schedules.
13. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training and Experience

Grade 12, Basic First Aid Certificate, plus two (2) years of recent related experience or an equivalent combination of education, training and experience.

Demonstrated proof of two (2) years' sobriety if having alcohol/drug problems.

Crisis Intervention Skills Training an asset.

Skills and Abilities

- i) Demonstrated knowledge/familiarity with related resources such as Mental Health System and related Agencies, Welfare System and related Agencies and Addiction Support organizations.
- ii) Demonstrated suitability to work with disadvantaged and challenging adults in a diverse environment.
- iii) Demonstrated ability to work independently.
- iv) Demonstrated ability to communicate effectively both verbally and in writing.
- v) Demonstrated physical/mental ability to perform the duties of the job.
- vi) Demonstrated ability to deal with others effectively.
- vii) Demonstrated ability to operate related equipment.
- viii) Demonstrated ability to provide work direction.
- ix) Demonstrated ability to understand and maintain client/worker boundaries.
- x) Demonstrated ability to organize work.